Request for Information (RFI)

Government Print Project (GovPrint Project)

# **Introduction**

Government Digital Service (GDS) and Crown Commercial Service (CCS) are making an approach to the market in order to discuss and identify potential software solutions to deliver a cloud based managed print solution supporting a Software as a Service (SaaS) delivery model to Central Government. The requirement is for a software solution only supporting a SaaS delivery model; it does not include the provision of hardware and will not impact any live CCS commercial agreement.

**Project background and purpose**

GDS has been evaluating the requirement for general office (i.e. distributed fleet of printers and multi-functional devices) cloud printing across a range of central government departments and public bodies. This research has identified a number of common requirements across multiple organisations.

Government departments want to:

* Move to a consumption-based model for managed print services
* Adopt a cloud first approach to delivering managed print services
* Provide managed print services across multiple locations including shared office locations or locations managed by other departments
* Provide managed print services to mobile workers and staff that work in multiple locations including shared office locations
* Provide a secure managed print service

In addition to these requirements there are an increasing number of buildings that host multiple government organisations and it is UK Government policy to implement more shared working in ‘hub’ buildings. Historically two approaches have been adopted to provide printing in shared locations. Firstly, the host department provides a guest printing service e.g. print via web portal or email. This approach is not ideal for end users, especially for higher volume print users. Secondly, the guest department provides printers for their staff. This approach also has significant issues, most notably it can lead to locations with multiple underutilised devices, with specific print devices for each organisation.

*Research findings*

The research undertaken by GDS has demonstrated a demand from government departments to migrate to Cloud Print Services and an increasing need to provide shared managed print services in shared buildings. To support our engagement across Government, GDS recently set up a GovPrint Community of Interest (GPCOI). This community currently includes representatives from over 30 departments.

Central Government (and ALBs) that would like to register as a member please email GovPrintProject@crowncommercial.gov.uk stating ‘GPCOI Registration’ within the subject bar.

*GovPrint Concepts*

Based on the outcome of this research and input from the GPCOI, GDS has developed a concept design for a ‘GovPrint’ service.

GDS fully recognise the importance of the fact that the design must meet departments’ requirements and must also be deliverable by the market. Therefore, GDS together with Crown Commercial Service (CCS) wish to engage with potential suppliers to share the GovPrint Concept Design and provide an opportunity for interested parties to provide feedback and comments.

Based on feedback from suppliers and continued input from the GPCOI, GDS will update the GovPrint Concept Design and produce a more detailed outcomes-based standard for a GovPrint Service. This standard will be presented and reviewed by the GPCOI with the aim of adopting it as a standard for delivering shared Cloud Print Services across Government and potentially the wider public sector.

# **Supplier Engagement Process**

# **Overview of Proposed Timeline –** more detailed information is provided by stage below.

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| **Stage** | **Activity** | **Timeline** |
| Supplier invitation to Webinar meeting with GDS and CCS | Supplier Webinar | Wednesday 7th November @ 10:30-11:30am |
| Supplier Webinar Registration - CLOSES | Tuesday 6th November @ 23:59pm |
| Supplier Clarification Questions - OPENS | Thursday 1st November @ 12:01pm |
| Supplier Clarification Questions - CLOSES | Friday 9th November @ 13:00pm |
| GDS/CCS Response to all Supplier Clarification Questions | Wednesday 14th November |
| Supplier 1:1 Meetings with GDS and CCS | Deadline for Suppliers to Register Attendance at 1:1 meetings with GDS/CCS | Friday 16th November @ 23:59pm |
| 1:1 Supplier Meetings with GDS/CCS | w/c 26th November and 3rd December  |
| 1. Supplier feedback to GDS/CCS
 | Formal feedback from Supplier on GovPrint Project requirement  | Within 10 working days of Supplier 1:1 meeting with GDS/CCS |

**STAGE 1: Supplier invitation to Webinar meeting with GDS and CCS**

**Date and time of Webinar**: Wednesday 7th November - 10:30-11:30am

**Lead organisations:** GDS and CCS

**System used:** The meeting will be hosted by CCS using Google Hangouts.

**Other attendees:** Respondents to the RFI notice, guest list will not be anonymised.

**Purpose of Webinar Meeting:** to further explain the strategy and technical requirements of the cloud print solution for government, answer any questions on the requirement. GDS will present an overview of the GovPrint Concept Design, potential market size, key challenges and next steps. CCS will lead on all commercial aspects of the project.

**Registration information**:

* To register your attendance at the Webinar meeting please email GovPrintProject@crowncommercial.gov.uk stating the following information: 1. Name, 2. Organisation, 3. Job title and role within organisation and 4. Confirm ‘Yes’ or ‘No’ to your details being added to the CCS Salesforce contact database in line with GDPR requirements. Please note the closing date/time for registration is stated within Overview of Proposed Timeline above.
* Upon receipt of your email registration (including all information requirements above) you will be issued with a Link and Log in details for the Webinar meeting.
* There are no limits on the number of attendees per organisation, however each person MUST be registered to join the Webinar prior to the meeting starting. Non-registered attendees are not permitted access to the meeting event.
* A copy of the GDS presentation will be sent to registered attendees only approximately 2 days in advance of the Webinar meeting.

**Clarification questions:** Suppliers are invited to submit questions to GDS/CCS during the clarification period (refer to Overview of Proposed Timeline).

All clarification questions should be emailed to GovPrintProject@crowncommercial.gov.uk stating ‘Clarification Question’ within the subject bar.

All questions and corresponding answers will be anonymised and shared with registered attendees of the Webinar meeting.

Please note the clarification period will close prior to the Supplier 1:1 meetings taking place.

**STAGE 2: Supplier 1:1 Meetings with GDS and CCS**

**Purpose:** Gauge the market current and future technical capability to deliver project and attain supplier feedback on GovPrint concept design. The supplier is required to provide a 30 minute presentation (refer to Requirement of Supplier below).

**Location:** Meetings will take place in London and Liverpool at the following GDS and CCS locations on specified dates.

CCS - The Capital, Old Hall Street, Liverpool, L3 9PP

GDS - The White Chapel Building, 10 Whitechapel High St, London E1 8QS

**Date and time of meetings**: The meeting dates scheduled are 26th, 27th, 28th and 29th November (Liverpool) and 3rd and 6th December (London) and are expected to be between 60-90 minutes.

**Number of supplier attendees:** Maximum of 4 attendees allowed per supplier.

**Registration details:** Suppliers are invited to register their attendance by emailing GovPrintProject@crowncommercial.gov.uk stating the following information: 1. Name, 2. Organisation 3. Job title and role within organisation

We require one representative from each organisation to state 1st and 2nd choice meeting dates/times on its behalf. Please note, where possible we will try to accommodate your choice but this cannot guaranteed and we will therefore require a level of flexibility from suppliers.

**Requirement of Supplier:** At the start of the meeting the supplier is required to deliver a30 min presentation concentrating specifically on a) requirements stated within the GovPrint Concept Design presentation provided and discussed within the Webinar meeting and b) incorporate the supplier’s proposed solution(s). This presentation will form the basis of the meeting discussion and assist GDS/CCS in understanding the available solutions within the marketplace. Further guidance will be provided during the Supplier Webinar.

**STAGE 3: Formal feedback from suppliers on proposed solution**

Suppliers will be required to provide GDS/CCS with formal feedback on the GovPrint Project requirement within 10 working days of attending their respective 1:1 meeting with GDS/CCS. The format for providing feedback will be discussed during the Webinar and 1:1 meeting.